# INSTRUCTIONS

**For Agency Use in Completing the**

**FY 2007**

**Community Action Information Report**

**November  2007**

**Completed FY 2007 agency wide report is due <u>no later than</u> February 14, 2008 to:**

**Wanda.Brooks@ncmail.net**

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# How to Complete This Survey

The <u>Cover Page</u> is provided to allow agencies to enter information as requested.

<u>Part I: Sections D, E, F, G and Part II</u> require input from local agencies.  Part I: Sections E and F are in **Excel** and are alike in requiring the generation of expenditures, but they differ in several significant respects.  <u>Section E</u> identifies only CSBG expenditures by project and demographic category, while <u>Section F</u> seeks to capture information more broadly describing *all* funds that support the entities providing CSBG services.

<u>Part I: Section D</u> asks for examples of your top management and program accomplishments; how CSBG has eliminated a cause or condition of poverty in 2007; and innovative programs. Responses are published in the appendix of the national CSBG Statistical Report, so we urge agencies to respond to this section carefully, with attention to spelling and grammar.  Please remember to emphasize how your agency efforts have affected anti-poverty programs. **PLEASE DO NOT USE ACRONYMS** and identify your agency specifically by both name and location.

<u>Part I: Section </u> using the **Excel** sheet provided enter your CSBG allocation for the  project category funds were used.  The tenth category, "Other" allows you to include projects that cannot be included under one of the nine other categories.

Please note that information in Table 2 on Youth and Seniors are within, NOT in addition to, the information reported in Table 1.

<u>Part I:  Section F</u> using the **Excel** forms provided list the programs or initiatives fund amounts administered by the CSBG network agencies.  It also asks for an accounting of the CSBG resources in the local agencies that fill out this section so that the mix of CSBG and other resources can be described to policymakers.  Please make every effort to retrieve the totals of funding from all sources and volunteer hours.

<u>Part I:  Section G</u> use the **Excel** form provided to record the demographic information on **all those utilizing and benefiting from local agency services**.

<u>Part II: Outcomes of Effort</u> use the **Excel** forms provided to list the information on the 12 national indicators of community action performance. Please refer to the *Guide to Organizing and Reporting National Indicators of Community Action Performance* for further details on reporting for Part II.

**Assistance Available**
If you have questions, contact Wanda N. Brooks at the Office of Economic Opportunity (919) 715-5850 or <u>Wanda.Brooks@ncmail.net</u>.

# PART I:

# INSTRUCTIONS FOR PART I: SECTION D

## Accomplishments, Success Stories and Innovations

Section D calls for narrative descriptions that provide a human face to the facts and figures reported elsewhere in this survey.  It is this section that provides a framework for understanding how the CSBG works to improve the lives of low-income families and communities.

This section consists of five questions.  The first question focuses on management and program accomplishments, the second focuses on the successes of those served by the CSBG, the third addresses innovative programs, and last two questions address coordination and mobilization of resources to provide services.

### Question 1: CSBG Management
**"What do you consider the top *management or program accomplishments* achieved by your agency during the FY 2007 program year?"**

### Question 2: Local agency program management
**"Please provide one narrative or anecdotal accounts of how a local CSBG program (a) eliminated a cause of poverty, or (b) eliminated a condition of poverty so that one or more *clients or households moved out of poverty status*.  Please indicate whether the activity was completely funded by the CSBG, or if not, why the CSBG was important to the outcome."**

This question asks your agency to provide a description of how an individual, family or community was successfully served by using CSBG funds.

### Question 3: Innovative statewide or local agency programs
**"Please provide a description of at least one *innovative programs* funded at least in part by CSBG that has demonstrated success in eliminating a cause or condition of poverty."**

This question seeks information on new and successful approaches or programs.  The purpose of this question is to share *how* CSBG-supported activities creatively solve community and/or family problems.

### Question 4: Mobilization and coordination of resources
**"Please describe one project or activity that linked resources from several sources to mobilize or coordinate a solution to a poverty problem in the community."**

The point of this question is to show CSBG "at work" as it funds staff activities, investments, or services that meet a previously unmet community need. Agencies are to report one narrative for this question.

**See Appendix A for sample narratives for this question.**

**<u>Question 5: Senior and youth programs</u>**
**"Please provide a <u>brief</u> description of one youth-focused and one senior-focused initiative that describes how funding was used and coordinated with other programs and resources."**

This narrative does not need as much detail about how each element works in coordination with others as the description asked for in question 4, above. Agencies are to report one narrative for each type of initiative.   We expect less than a half page for each narrative. Please focus on the elements in the list of items to include.

# INSTRUCTIONS FOR PART I: SECTION E

## 2007 Dollars Spent by Project Category and Special Age Group

Section E enter your information in the Excel Sheet provided that focuses on detailed information about the project activities that were provided to low-income people and communities with CSBG resources in 2007.  A 100 percent accounting of the 2007 expended CSBG funds is expected from each agency. **This section should account for all CSBG dollars expended by your agency.**

Section E, Table 1 consists of nine categories of projects/services: Employment; Education; Income Management; Housing; Emergency Services; Nutrition; Information & Referral, Other Programs; Self-Sufficiency; and Health. For each category information is requested describing the amount of CSBG funds expended. Table 1 **should include** CSBG data on the special age groups, which are listed separately in Table 2.

In addition to the nine project categories listed above, there is an additional category, "**Other**." This category is provided to capture any information on *significant* activities that are funded by the CSBG but are not included in the other nine categories. *Most activities can be properly included in the nine provided categories. Please avoid use of this category whenever possible.*

Section E, Table 2 is included in response to Congressional interest in programs for two specific groups: youth and seniors. Youth and senior programs are those primarily directed at clients in those two age categories. For these services, information is requested the amount of CSBG funds expended.   All CSBG funding reported in Table 2 should be extracted from data already included in Table 1, i.e. youth and senior programs should be reported under the traditional nine CSBG project categories in Table 1 as well as in Table 2.

**General activities that will make the data for this section easier to collect:**

- Identify all CSBG projects in your agency, and the amount of 2007 CSBG funds spent for each. Attribute all expenditures to the identified categories.  You will be asked to determine how much of the total expenditures of local CSBG agencies went to administrative costs. However, *these administrative costs should also be included in the expenditures for the services they help make possible*.

## Basic Definitions

The steps below contain terms with specific meanings for this section of the CAIR.

- A <u>program, project or service</u> is the smallest activity for which CSBG agencies can reasonably be expected to keep track of dollars spent. CSBG/IS has historically referred to these activities as projects.  Many agencies consider their activities "programs" or ongoing "services."  Ideally, a CSBG project is designed to fit in one of the nine CSBG service category areas, it follows one implementation strategy, and is targeted to serve one low-income group.

- **Administrative costs for CSBG reporting** are defined by the Office of Community Services as "equivalent to typical indirect costs or overhead. As distinguished from program administration or management expenditures that qualify as direct costs, administrative costs refer to central executive functions that do not directly support a specific project or service. Incurred for common objectives that benefit multiple programs administered by the grantee organization, or the organization as a whole, administrative costs are not readily assignable to a particular program funding stream. Rather, administrative costs relate to the general management of the grantee organization, such as strategic direction, board development, Executive Director functions, accounting, budgeting, personnel, procurement, and legal services" (http://www.acf.dhhs.gov/programs/ocs/csbg/documents/im37.htm).

  **PLEASE NOTE:** It is important to remember that all indirect expenses are not "administration", especially if they are paying for the salaries of persons engaged in making linkages that mobilize funds or coordinate programs. CSBG is unique among federal programs in part because "linkages" is a service CSBG funds, not an administrative item. Similarly, when CSBG provides administrative funding for programs of other community organizations because there is a partnership with the subgrantee's own programs, these expenses may well be either Linkages projects or classified as the type of program being operated with the funds.

## Entering data into the Section E Tables

Section E

### Tables 1 , Rows 1-12          Service Category

The rows of the Section E Table lists each of the nine established project categories and one additional "other" category:
1. Employment
2. Education
3. Income Management
4. Housing
5. Emergency Services
6. Nutrition
7. Information & Referral
8. Self-Sufficiency
9. Health
10. Other

The first nine project categories comprise the primary rows into which CSBG expenditure data will be entered.  Please keep in mind that the final service category, "Other" should be used *only* when activities do not fit within the nine established categories.

## Table 1: CSBG by Service Category, FY 2007

**This table includes all programs offered by the agencies in your state including those for youth and seniors which are identified specifically in Table 2.**

### Column 1          Number of Agencies Reporting
In the second column, the Number of agencies reporting should be **completed by the State.**

### Column 2          CSBG Funds
In the second column, "CSBG Funds," report all CSBG funds used to support the project in the specific category.  *Administrative costs supported by the CSBG should be included as costs of providing a given service*.

### Administrative Costs
Enter the amount of the CSBG funds reported in Table 1 which were expended for administrative purposes. Administrative costs are those which aren't readily assignable to a particular program funding stream, but rather relate to the general management of the grantee organization.

## Table 2: Funds for Services by Special Age Group Category, FY 2007

This table contains programs that were already included under the nine project categories listed above in Table 1.

Youth programs are defined as those that serve individuals aged 12-18. While we hope that every effort will be made to report on those programs which serve only this specific age group, you should include all programs that are designed specifically to meet the needs of young people and serve the age range of 12-18, even if the program includes slightly older or younger clients (i.e. programs that serve clients aged 10-17 or 12-21).

Senior programs are defined as those that serve individuals aged 55 and up. While we hope that every effort will be made to report on those programs which serve only this specific age group, you should include all programs that are designed specifically to meet the needs of seniors and serve the age range of 55 and older, even if the program only includes clients who are older than 55 (i.e. programs that serve clients aged 65 and older).

> **Column 1            Number of Agencies Reporting**
> In the first column, the Number of agencies reporting has been shaded and will be **completed by the state.**
>
> **Column 2            CSBG Funds**
> In the second column, "CSBG Funds," report all CSBG funds used to support the activity serving the specific age group category. *Administrative costs supported by the CSBG should be included as costs of providing a given service.*

## Classifying Programs and Projects

In general, CSBG projects are not classified by the type of low-income group served--children, teenagers, or the elderly.  They are classified by the poverty-causing conditions listed in the CSBG Act--lack of a job, lack of adequate education, lack of decent housing, poor nutrition, etc.  For example, data on a nutrition project for the elderly would be entered in the Nutrition Service category, and an elderly employment project would go in the Employment Service category.

An exception to that general rule is projects for the homeless.  CSBG-funded shelter programs for the homeless should not be listed in the Housing Service category, nor feeding programs for the homeless in the Nutrition Service category.  Because of the current efforts of some federal and state agencies to identify resources available to the homeless, all projects targeted to the homeless and other CSBG-funded homeless aid should be listed in the Emergency Services category.  CSBG long-term housing efforts also prevent homelessness but should be recorded in the Housing Service category.

The premise of the classification of CSBG services upon which this Report has been based is that all projects funded with CSBG funds fit into one of the categories mentioned in the CSBG Act.

## Reference Aids

Several reference documents have been prepared to assist you in placing your state's CSBG projects in the appropriate subcategories, so that your data can be usefully combined with that of other states.

A detailed list of terminology used to describe programs in each service category of Section E follows.  Service category classifications are included for each program. The <u>Terminology</u> section makes note of all changes from previous surveys and can help in assigning figures from programs that have been consolidated with other programs to the correct service category.

The <u>Lexicon</u> provides an alphabetical listing of program and budget terminology.

# SECTION E TERMINOLOGY

## Service Category 1 - Employment

Definitions of specific activities to be included in the Employment Service category are as follows:

### Information and Referral (I & R)
- Information about employment and job training services.
- Referral to community programs.

### Job Counseling
- Periodic counseling of un- or under-employed participants, including help with job hunting skills, formation of job clubs or identification of jobs.
- Can include I & R activities.

### Job Placement/Development
Consists of comprehensive projects to get jobs for low-income persons.
- Development means finding vacant positions for which employers agree to interview low-income job seekers.
- Placement includes setting up job interviews for participating job hunters.
- Can include job counseling, job banks and I & R activities.

### On-the-Job Training (OJT)
On-the-Job Training (OJT) activities to enhance the skills of working persons during their hours of employment.

### Summer Youth Jobs (OJT)
Summer jobs for low-income young people, providing them income, work experience, and perhaps OJT.

### Head Start Staff/OJT
Use of CSBG resources for OJT projects for Head Start staff, in support of that HHS program.

### Weatherization Crew (OJT)
Use of CSBG resources for OJT projects for crews and staff, in support of DOE or other weatherization assistance programs.

### Other OJT
Other OJT projects of local CSBG agencies, such as adult work experience, or career development for the staff of local CSBG agencies.

### Employment Generating Projects
- Businesses, services or projects supported or run by local CSBG agencies to provide new job opportunities for low-income people.
- Can also include part-time income-enhancing projects such as establishing produce markets to sell surplus produce from community gardens.

### Skills Training
- Training in skills for which there are immediate or reoccurring job opportunities.
- Includes training in word processing, welding, job hunting and similar skills.

### Other Employment Projects
- Includes support of Green Thumb and projects to assist in finding jobs for such groups as the elderly, ex-offenders and single mothers.
- Can include provision of transportation to employment project participants and support for Department of Labor programs such as welfare-to-work and former JTPA programs consolidated under the Workforce Investment Act (WIA).

### Interagency and Statewide Planning and Coordination
- Participation by CSBG agencies in the local planning and coordination of the Workforce Investment Act (WIA).
- Participation by CSBG agencies in local, regional or statewide planning and/or coordination of other community employment programs.

### Community Organization and Brokerage/Advocacy
Projects to mobilize community resources to meet the employment and job training needs of low-income persons, to increase community or employer awareness of identified employment and training needs of the poor and to arrange for partnerships and coordinated initiatives in employment projects.

## Service Category 2 - Education

Definitions of specific activities to be included in the Education Service category are as follows:

### Information and Referral
- Information about educational opportunities.
- Referral to community programs.

### Counseling and Guidance
Providing advice and guidance to low-income youths and adults about their educational aspirations and opportunities.  These services may come in the form of:
- Counseling for at-risk students and dropouts;
- Students seeking scholarships to a college or technical school; or
- Adults seeking educational resources.

## Public Education and Public Information
Educational or informational activities conducted by local CSBG agencies to inform the general public about the problems and solutions of poverty in their communities.

## Head Start Support
Use of CSBG resources to supplement and improve the educational quality of the Head Start programs that are run by local CSBG agencies.

## Day Care and Child Development
- Childcare and/or classes, frequently providing both child development instruction and support for working parents.
- Direct instruction in parenting skills.

## Adult Basic Education (ABE), GED Instruction and/or Other Instruction
- Classes preparatory to obtaining a high-school equivalency certificate (GED), literacy skills, basic math skills, and English language, as well as all other instruction, workshops and tutoring.
- May also include classes in alternative education for high school dropouts, craft workshops, etc.

## Other Education Projects
- Provision of transportation to education project participants.
- Scholarship programs for low-income students.
- In-school dropout prevention.
- Tutoring and counseling, etc.

## Interagency and Statewide Planning and Coordination
Cooperation in meeting community education needs through
- Interagency planning and/or coordination, and
- statewide meetings or conferences to educate the general public or policymakers about the needs of low-income groups.
- Includes coalition-building projects of state CSBG offices to bring together concerned organizations and agencies to study, gather information and recommend solutions for the statewide needs of low-income groups.

## Community Organization/and Brokerage/Advocacy
- Projects to mobilize community resources to meet the educational needs of low-income persons,
- to increase community or employer awareness of identified employment and training needs of the poor,
- and to arrange for partnerships and coordinated initiatives in education projects.

## Service Category 3 - Income Management

**All CSBG-funded energy efficiency activities should be included here.**

Definitions of specific activities to be included in the Income Management Service category are as follows:

### Household Financial Counseling and Information and Referral
- Providing information and referral about income management and counseling,
- instructing low-income individuals and families about preparing and implementing household budgets, and
- assisting with personal, credit and general consumer education issues.

### Income Tax Counseling
Assisting low-income individuals and families to prepare their federal, state and/or local annual income tax reports, and informing them about the availability of credits and benefits.

### Alternative Energy Installations, Public Information (Energy Conservation, Residential Energy Conservation Workshops, Weatherization Support)
- Workshops for low-income people or the general public on do-it-yourself home energy conservation measures.
- The use of CSBG resources to supplement the DOE or other state and federal weatherization programs run by local CSBG agencies with the objective of obtaining greater residential energy savings for low-income families.
- Installation of solar window collectors, greenhouses, solar hot water heaters and other residential applications of low-cost alternative energy devices.

### Other Income Management Projects
Other projects to assist low-income persons to make better use of available income, such as organizing credit unions, food co-ops and car pools or van pools.

### Interagency or Statewide Planning and Coordination
Participation in interagency local or statewide planning and/or coordination to meet community needs in areas such as residential energy conservation, tax preparation, consumer education, etc.

### Community Organization and Brokerage/Advocacy
- Projects to mobilize community resources to identify or meet the needs of low-income persons to preserve income.
- Projects to increase local awareness of the identified needs of low-income populations to stretch their income and to arrange for partnership and coordinated initiatives in income management projects.

### Better Use of CSBG Resources
Initiatives that pioneer more effective CSBG uses.
- Grants or contracts to train or provide technical assistance to local CSBG agencies, whether made to individual consultants, firms, state CAA associations or state training bureaus,.
- Data collection projects, except needs assessments.

## Service Category 4 - Housing

Definitions of specific activities to be included in the Housing Service category are as follows:

### Information and Referral
- Information about housing services.
- Referral to existing community programs.

### Homeownership Counseling/Loan Assistance
Counseling on homeownership for low-income people, including assistance completing applications for HUD and Rural Development (formerly FmHA) home loan programs.

### Other Housing Counseling and Landlord/Tenant Advocacy
Counseling in landlord/tenant relations, as well as assistance in applying for rent subsidies and with default/displacement and relocation situations, as well as fair housing concerns.

### Home Repair/Rehabilitation
- Provision of home repair and residential rehabilitation services to elderly and other low-income households.
- Can include home maintenance workshops.

### Other Housing Programs
- Support for group homes;
- Meeting safety and health code standards;
- Home construction for low-income families;
- Urban homesteading;
- Provision of transportation to housing project participants; or
- Initiatives to enforce the Community Reinvestment Act.

### Interagency and Statewide Planning and Coordination
Cooperation in meeting community housing needs through interagency or statewide planning and/or coordination.
- Can include participation in preparation of applications from local governments for Community Development Block Grant funds, rural water and wastewater facilities and Section 8 Housing.

### Community Organization and Brokerage/Advocacy
Projects to mobilize the resources of communities to identify or meet the housing needs of low-income families.

## Service Category 5 - Emergency Services

Definitions of specific activities to be included in the Emergency Services category are as follows:

### Information & Referral
- Information about emergency and disaster relief services.
- Referrals to existing community programs.

### Cash Assistance/Loans
One-time payments or short-term loans to families or individuals to help meet emergency needs for shelter, food, clothing, fuel, etc.

### Emergency Energy Support
- Use of CSBG resources to amplify or supplement the crisis assistance or fuel payment aspects of any home energy assistance programs that are run by local CSBG agencies.
- Any CSBG resources used to make emergency energy payments, energy-related repairs, energy-related advocacy and/or crisis interventions, especially with energy suppliers.

### Crisis Intervention & Crisis Case Management
Intervention in emergencies such as those resulting from child, spouse, alcohol or drug abuse, illness or unemployment.
- Includes temporary shelter for battered women and crisis hotlines.
- Can also include mediation or cases where the loss of benefits from programs such as TANF or Food Stamps causes family emergencies.

### Donated Goods/Services/Cash
Mobilizing, storing and distributing donations of money, food, clothing, furniture, wood and other fuels, and professional services to help families and individuals meet one-time emergencies or recover from disasters.

### Other Emergency Services
Can include services such as transportation to meet family emergencies, provision of legal aid.

### Homeless Aid
Temporary shelter and/or food programs for the homeless.
- Can include other help, such as clothing, medical care and shelter construction.

### Interagency or Statewide Planning and Coordination
Cooperation in meeting community emergency or disaster relief needs through interagency planning and/or coordination.

### Community Organization, Brokerage/Advocacy
- Projects to mobilize the resources of communities to meet the emergency or disaster relief needs of their low-income groups.
- Projects to increase the awareness of the identified emergency or disaster relief needs of low-income groups.

## Service Category 6 - Nutrition

Definitions of specific activities to be included in the Nutrition Service category are as follows:

### Information and Referral/Counseling
- Information about nutrition services.
- Referral to community programs.
- Can include short-term or one-time counseling to individuals or groups about nutrition, diet and food preparation.

### Surplus Food/Commodities Distribution
Use of CSBG resources to store and distribute surplus USDA agricultural commodities and other federally provided emergency food to low-income persons.

### Food Pantries/Shelves
Organization or operation of community distribution outlets of locally donated food - such as dented canned goods and overstocked produce -- to low-income persons.  This also includes assistance to regional food banks for preparation of food baskets.

### Hot Meals
Providing hot breakfasts, lunches or dinners to low-income children, adults or elderly.  This includes congregate or home-delivered meals.

### Gardening/Canning/Self-Help Production
Assistance with neighborhood or community gardens to improve the diets of low-income families or operation of community canneries, or other projects to assist low-income families with preserving fruits, vegetables and meats.

### Nutrition Education/Comprehensive Counseling
Comprehensive training in nutrition principles, guidance in consumer behavior, home economics, child and infant nutrition training, etc.

### Other Nutrition Projects
Use of CSBG resources to amplify or supplement the Women, Infant and Children (WIC) program; summer feeding programs for children; provision of transportation to nutrition project participants; etc.

### Interagency and Statewide Planning and Coordination
Cooperation in preventing starvation and malnutrition through interagency planning and/or coordination.

### Community Organization and Brokerage/Advocacy
Projects to mobilize community resources to meet the nutritional needs of low-income families, such as Thanksgiving basket campaigns and projects to increase local awareness of identified nutritional needs of low-income groups.

## Service Category 7 - Linkages

Definitions of specific activities to be included in the Linkages Service category are as follows:

### Information & Referral (I & R)
This is the classification only for CSBG agencies that utilize umbrella I&R units rather than incorporating the function into each program.  List funding for that part of the local CSBG agency that fields all inquiries about available services, and makes referrals to community programs.

### Family/Individual Counseling Programs
Programs providing one-to-one sessions with multi-problem individuals or families by certified counselors.  *Comprehensive case-management for a long-term development program should be listed in Service Category 8, Self-Sufficiency.*

### Local or State Needs Assessments and Other Community Outreach
- Projects undertaken by local or state CSBG agencies to identify and prioritize the needs of low-income citizens eligible for CSBG services and covering multiple problem areas and issues.
- Multi-purpose, general activities of units of local CSBG agencies that recruit volunteers and coordinate their activities and/or inform low-income citizens of numerous services for which they are eligible.
- Organizing community meetings.
- Coordinating community activities, such as beautification, recycling or crime prevention campaigns.

### Transportation Projects
- Multi-purpose transportation components that convey participants, young and old, to services they need within their communities.
- Provision of transportation to meet the various needs of the elderly and handicapped, which cannot be assigned to a single direct program purpose in Service Categories 1 - 6 or in the Health Service category.

### Elderly Projects
Multi-purpose or miscellaneous projects not listed in other subcategories and that are primarily for elderly people.  (Employment or hot lunch projects, even if exclusively for the elderly, would be reflected in the Employment and Nutrition categories, respectively.)  Can include such projects as support for multi-purpose senior centers or recreation, consumer and homemaker services.

### Neighborhood/Community Development
General funding for neighborhood or community centers that are multi-purpose satellites of local CSBG agencies; community or economic development projects of local CSBG agencies; etc.

### Summer Youth Recreation
Projects to involve low-income youth in summer activities.

### Other Linkages Projects
Miscellaneous projects, such as full-year youth recreation projects; multi-purpose services for ex-offenders, etc.  Please provide some details describing these projects.

### Interagency Planning and Coordination
Activities to cooperate with and participate in the planning and/or coordination of community services for low-income groups, such as support for planner(s) or planning units of generalists that support all CSBG funded services.

### Community Organization and Brokerage/Advocacy Projects
- Comprehensive, multiple-purpose projects of local CSBG agencies to mobilize community resources to meet a range of difficulties preventing low-income citizens from attaining self-sufficiency.
- Projects of state CSBG offices to increase statewide awareness of identified needs of low-income populations.

## Service Category 8 - Self-Sufficiency

The purpose of this section is to capture expenditures being devoted to comprehensive, long-term programs of family development whose purpose is to help clients achieve a set of goals which will result in greater self-sufficiency and will eliminate some of the causes of that family's poverty.  While all CSBG expenditures in some way relate to these purposes, this section is for reporting on specific sub-grantee programs whose name and core purpose is related to such coordinated comprehensive strategies.

A significant number of Community Action Agencies are now incorporating comprehensive self-sufficiency programs into their client service practices.  Recommendations from the states, CAAs and the National Task Force suggested the CSBG/IS address these activities and their distinct services in a separate category.  In order to determine what a comprehensive self-sufficiency program involves, refer to the description of fundamental elements.

**A Comprehensive Self-Sufficiency Program** is a comprehensive system of support services which promotes, empowers and nurtures families or family members toward self-sufficiency.  At a minimum, the following elements are included in a comprehensive case management program:

- a comprehensive assessment of the issues facing the family or family members and the resources the family brings to address these issues;
- a written plan toward self-support created with each family;
- a comprehensive assortment of services that are available to implement the plan;
- a case management methodology used to track and evaluate progress, as well as adjust the plan as needed; and
- staff who are flexible and establish trusting and long-term relationships with participants.

Definitions of specific activities to be included in the Self-Sufficiency Service category are as follows:

**Case Management**
A system which helps clients to achieve self-sufficiency through comprehensive education and other goal-oriented action, etc. under the guidance of a trained professional.

**Childcare**
Expenditures to pay for participants' childcare while they achieve program goals.

**Family/Individual Counseling Programs**
Counseling programs developed as part of the overall strategy for achieving self-sufficiency.

**Cash Assistance**
Purchases or cash grants to program participants.

**Family Development/Intervention for Family Stabilization**
This refers to crisis intervention/resource mobilization by para-professional specialists who provide case management and advocacy for families and individuals to promote self-sufficiency and coordinate public and private community resources to meet needs.  This includes activities to assist families and individuals in preventing or addressing personal and situational problems by arranging and/or providing short-term assistance in developing long-range plans to meet multiple needs and emergencies that are preventing self-sufficiency.  Services include outreach, advocacy, informal counseling, information and referral, follow-up and promoting active client participation in the process.

## Service Category 9 - Health

The purpose of this section is to capture the increasing number of health-related activities that states have historically reported under "Linkages: Other."  The categories below are those mentioned in notes provided by states on their past surveys.  Programs historically reported under Nutrition should remain there, even though they clearly promote good health.

Definitions of specific activities to be included in the Health Service category are as follows:

**Transportation to Medical Services**
Transportation of low-income people to and from medical services.

**Medical or Dental Screening**
Expenditures for services to assess medical or dental needs.

**Immunization**
Expenditures in support of immunization programs and/or for providing immunization.

**Prevention of Drug Abuse or Alcoholism**
Funding for programs of education and support of clients for prevention of these health problems.

**Treatment of Alcohol/Drug Abuse**
Expenditures related to identification and in- or out-patient treatment of these addictions.

**Pregnancy Related Maternal and Infant Health**
Expenditures related to health services for expectant and new mothers and infants.  If these services are predominantly nutritional, e.g., education and food, they should continue to be reported under the Nutrition Service category, as should CSBG expenditures which directly support the WIC program.  If most of the resources are being spent for non-nutritional screening and services, report them here.

**Family Planning Services**
Family planning, counseling, information and/or assistance.

**Rural Health Programs**
All programs designed to coordinate/increase all health resources available in rural areas.

**Other Primary Health Care**
This portion is for reporting direct primary services (services to eliminate disease, injury, malnutrition etc., not indirect help like education and prevention) funded by CSBG.  Please provide additional information so we can fully understand the services offered.  Medication, clinic visits, or home health care not covered in a subcategory above might fit here.

**Other Health Programs**
Any important health related services we may have missed above.  Please provide us as much additional information as possible for any entries you make here.

## Service Category 10 - Other Programs to Eliminate Causes of Poverty

While NASCSP hopes to keep the number of new categories down, we wish to ensure there is opportunity to report on every significant CSBG funded activity under a relevant heading.

While most leadership, advocacy, and partnership activity should be listed under linkages, if you feel there is a related effort that does not fit in the linkage category and you choose to list it as "Other," you MUST provide an explanation.

*If any funds are identified under the "Other" service category, please provide an attachment describing the types of programs funded.*

## Table 2:   Age Group Category - Youth

Youth programs are defined as those that serve individuals aged <u>12-18</u>. While we hope that every effort will be made to report on those programs which serve only this specific age group, you should include all programs that are designed specifically for young people and serve the age range of 12-18, even if the program includes slightly older or younger clients (i.e. programs that serve clients aged 10-21).

## Table 2:   Age Group Category - Seniors

Senior programs are defined as those that serve individuals aged <u>55 and up</u>. While we hope that every effort will be made to report on those programs which serve only this specific age group, you should include all programs that are designed specifically to meet the needs of seniors and serve the age range of 55 and older, even if the program only includes clients who are older than 55 (i.e. programs that serve clients aged 65 and older).

# INSTRUCTIONS FOR PART I: SECTION F

## Other Resources Generated by the CSBG Network

Section F enter your data in the Excel Sheet provided that collects the data on all other resources administered and generated by the CSBG network. Section F is critical because it permits characterization of the work of the network as a whole and places the CSBG within a realistic context.

Some of the $7 billion in the CSBG system cannot be categorized as funding coordinated through the CSBG. Section F summarizes all *non*-CSBG resources in local agencies.

**IMPORTANT**

*Please be extra cautious about identifying the **source** of funds for this section. This is particularly important when it comes to programs like the Childcare Development Block Grant (CCDBG) where funds go to the states, acquire another name, and are then used to contract with CAAs.*

## Subsection I — Federal Resources (other than CSBG)

The top of the Section F form asks for two important pieces of information:

**Item I.1** **Name of Agency Reporting**
Name of Agency Reporting

**Item I.2** **Amount of FY 2007 CSBG funds allotted to reporting local agencies**
The amount of FY 2007 CSBG funds allotted to those agencies which are providing data in this section for federal, state, local and private funding.

**Item I.3.a** **Weatherization (DOE) (include oil overcharge $$)**
Weatherization Assistance Program funding from the U.S. Department of Energy.
Include Petroleum Violation Escrow (PVE) oil overcharge funds used for this program.

**Item I.3.b        LIHEAP - Fuel Assistance (include oil overcharge $$)**
Low-Income Home Energy Assistance Program funding from U.S. Department of Health and Human Services.  Include PVE oil overcharge funds used for this program.

**Item I.3.c        LIHEAP - Weatherization (include oil overcharge $$)**
Low-Income Home Energy Assistance Program (LIHEAP) funding from the U.S. Department of Health and Human Services used to provide weatherization services. Include PVE oil overcharge funds used for this program.

**Item I.3.d        Head Start (HHS)**
Head Start funding from the U.S. Department of Health and Human Services.

**Item I.3.e        Early Head Start (HHS)**
Early Head Start funding from the U.S. Department of Health and Human Services.

**Item I.3.f        Older Americans Act (HHS)**
Older Americans Act funding from the U.S. Department of Health and Human Services.

**Item I.3.g        SSBG (HHS)**
Social Services Block Grant funding from U.S. Department of Health and Human Services.

**Item I.3.h        Medicare/Medicaid (HHS)**
Medicare and Medicaid funding from U.S. Department of Health and Human Services.

**Item I.3.i        Community Food and Nutrition (HHS)**
Community Food and Nutrition funding from U.S. Department of Health and Human Services.

**Item I.3.j        Temporary Assistance to Needy Families (TANF)**
TANF Funds provided by U.S. Department of Health and Human Services. This should include all programs funded by TANF to provide services to former welfare recipients including programs that assist families in remaining self-sufficient. It is critical to examine the ultimate source of the funds because often TANF funds are funneled through other programs.

**Item I.3.k        Childcare Development Block Grant (CCDBG)**
Childcare Development Block Grant funds provided by U.S. Department of Health and Human Services.

**Item I.3.l        Other HHS Resources**
List all other funding from U.S. Department of Health and Human Services not listed in Item I.3.a – Item I.3.w.  List in order of size.  For each program, please list the name and the funding source.  Please DO NOT use acronyms and abbreviations.

### Item I.3.m      WIC (USDA)
Women, Infant and Children nutrition program funded by the U.S. Department of Agriculture.

### Item I.3.n      All USDA Non-Food Programs
All non-food programs funded by the U.S. Department of Agriculture, such as rural development and housing.

### Item I.3.o      All Other USDA Food Programs
All other food programs funded by the U.S. Department of Agriculture, including The Emergency Food Assistance Program (TEFAP).

### Item I.3.p      CDBG – Federal, State, and Local
Community Development Block Grant funding from the U.S. Department of Housing and Urban Development directly or indirectly through contracts with the state or local government.

### Item I.3.q1 – Item I.3.q2      Housing Programs (HUD)
Funding from Section 8 and Section 202.

### Item I.3.r      All other Housing Programs (HUD)
All other homeless and housing programs funded by the U.S. Department of Housing and Urban Development.  Includes the HOME program and the McKinney Homeless program.

### Item I.3.s      Employment and Training Programs (US DOL)
The Department of Labor JTPA programs were restructured by the Workforce Investment Act (WIA) of 1998.  This item asks for all resources from *federal* funding sources that are for employment and training activities, whether through state agencies or Workforce Investment Boards.

### Item I.3.t      Other U.S. DOL Programs
Funds from any other U.S. Department of Labor resources not captured in Item I.3.s.

### Item I.3.u      Corporation for National and Community Service Programs
Funds provided to programs such as the AmeriCorps*VISTA and AmeriCorps*NCCC programs, the SeniorCorps (Foster Grandparent, RSVP, or Senior Companion) programs, Learn and Serve, or America Reads.

### Item I.3.v      FEMA
Emergency funds from the Federal Emergency Management Administration such as food assistance and disaster relief.

### Item I.3.w      Transportation (U.S. DOT)
Transportation funding from the U.S. Department of Transportation.

**Item I.3.x       Other Federal Sources**

List all other federal funding sources not listed in Item I.3.a – Item I.3.w.  PLEASE PROVIDE THE FULL NAME OF THE FEDERAL DEPARTMENT. List in order of size.  For each program, please list the name and the funding source.  Please DO NOT use acronyms or abbreviations.

*It is important that all programs listed under "Other" in Item I.3.l and Item I.3.x are carefully scrutinized.*  Often programs entered here belong on the more specific categories listed in Item I.3.a through Item I.3.w.  For those programs that are listed in these fields, please provide as much detail as possible.  This will aid NASCSP in disseminating the information in our annual statistical report. ***Please do not use program acronyms***.

**Total: Non-CSBG Federal Resources**

Should equal the sum of Item I.3.a through Item I.3.x.

---

## Subsection II              State Resources

Please group funding sources under the categories provided under items II.a through II.n.

**Item II.a       State-appropriated funds used for the same purpose as federal CSBG funds**

This item asks for the amount of funds appropriated to reporting agencies that are governed under the same criteria as federal CSBG allocations.

**Item II.b       State Housing and Homeless Programs**
**Item II.c       State Nutrition Programs**
**Item II.d       State Day Care and Early Childhood Programs**
**Item II.e       State Energy Programs**
**Item II.f       State Health Programs**
**Item II.g       State Youth Development Programs**
**Item II.h       State Employment and Training Programs**
**Item II.i       State Head Start Programs**
**Item II.j       State Senior Services**
**Item II.k       State Transportation Programs**
**Item II.l       State Education Programs**
**Item II.m       State Community and Economic Development Programs**
**Item II.n       State Rural Development Programs**
**Item II.o       Other State Programs**

For Item II.o, list all other programs that made use of state funding sources in order of size. Please list the names of all programs and each program's specific funding source(s) and funding amounts. ***Please write out all acronyms and abbreviations***.

*It is important that all programs listed under Item II.o are carefully scrutinized.*  Often programs entered here belong on the more specific categories listed in Item II.a through Item II.n. For those programs that are listed in this item, please provide as much detail as possible.  This will

aid NASCSP in disseminating the information in our annual statistical report. *Please do not use program acronyms unless you also provide the full name of a particular program or funding source.*

        **Total: State Resources**
        Should equal the sum of Item II.a – Item II.o.

        **Double Count Amount: State Resources**
        If any of the state resources in Subsection II were also reported under Subsection I: Federal Resources, please estimate the amount here.

While it has always been the intent that funds be reported once, by their original source, state practice may have varied.  Therefore, please make every effort to report program funds awarded to local agencies by the state under their respective part of Section F.  If this proves impossible and the programs in Subsection II, III, or IV include substantial funds from other sources, please estimate at the bottom of Subsection II, III, or IV how much may be double-counted.

## Subsection III         Local Resources

Please group funding sources under the categories provided under items <u>III.a</u> through <u>III.c</u>.

        **Item III.a**     **Amount of unrestricted funds appropriated by local governments**
        **Item III.b**     **Value of contract services**
        **Item III.c**     **Value of in-kind goods/services received from local government**

        **Total: Local Resources**
        Should equal the sum of items <u>III.a</u> <u>through</u> III.c.

        **Double Count Amount: Local Resources**
        If any of the local resources in Subsection III were also reported under Subsection I or II, Federal and State Resources, please estimate the amount here.

## Subsection Part IV         Private Sector Resources

Please group funding sources under the categories provided under items <u>IV.a</u> through <u>IV.g</u>.

        **Item IV.a**     **Funds from Foundations, Corporations, United Way, other non-profits**

        **Item IV.b**     **Other donated funds**

        **Item IV.c**     **Value of donated items, food, clothing, furniture, etc.**

        **Item IV.d**     **Value of in-kind services received from business**

**Item IV.e     Fees paid by clients for services**

Amounts entered for this item should include all resources generated by a local agency for direct services to clients. Examples are income through "sliding scale" fees charged for medical care, mental health services, or legal/tax assistance.

**Item IV.f     Payments by private entities for goods or services for low-income clients or communities**

Some subgrantees are paid by private entities, profit or non-profit, to provide services to those corporations. Most such arrangements are contractual. Examples are: outreach for HMO programs, transportation services, public utility contracts for customer services or weatherization, even rental of space and equipment in the service area. This space is for recording the gross income from such arrangements. Contractual arrangements which are simply direct subcontracts or subgrants of state, local or federal funds, should continue to be reported in the federal, state or local resources - and not reported here. This item is to record funding of a type not previously enumerated or which was historically assigned to a less appropriate category because the survey offered no item to capture these contractual arrangements involving the private or charitable resources of a non-governmental entity.

**Item IV.g     Number of volunteer hours donated**

Volunteer *hours* are requested in Item IV.g. The figure entered here should be a whole number, should *not* be in currency format, and should not be added as part of the subtotal for Part IV.

**Total: Private Sector Resources**

Should equal the sum of Item IV.a - Item IV.f.

**Double Count Amount: Private Sector Resources**

If any of the private sector resources in Part IV were also reported under Subsection I, II, or III, please estimate the amount here.

## Total Federal, State, Local and Private Resources

**TOTAL: OTHER RESOURCES (I, II, III, IV)**

Should equal the sum of the Totals from Subsection I, II, III and IV (this does not include CSBG) less the Double Count Amounts from Subsection II, III and IV.

# INSTRUCTIONS FOR PART I: SECTION G

## Client Characteristics

Enter your data in the Excel Sheet provided on *all* of the clients *served by your local agency whose support comes in whole or in part from the Community Services Block Grant (CSBG).*

While the collection of demographic data is complicated and time-consuming, this information enables decision makers at the federal, state and local levels to better understand who is benefiting from CSBG funded activities.

## Preliminary Items

## Program Participant Characteristics

**Item 1**          **Name of Agency Reporting**
Name of Agency Reporting

**Item 2a**          **Total leveraged  resources in agencies reporting, including CSBG. Use total from  Section F, page 6**
Total including the CSBG dollars.

**Item 2b**          **Total CSBG Funds for FY 2007**
The value of this item is the same as the total CSBG allocation.

**Item 3**          **Total unduplicated number of persons about whom one or more characteristics were obtained**
To obtain unduplicated counts, an agency will need to have a system to distinguish each individual so the number of services the individual is provided can be assigned to that individual.  For example, if a person enters an agency and receives seven different services, an unduplicated count would record one person, *not* seven services.

**Item 4**          **Total unduplicated number of persons about whom no characteristics were obtained**
If an agency has a system of unique identifiers but has not yet begun to record demographic characteristics, please total the number of persons for whom characteristics were not obtained and enter the number here.  Please note:  These items should include all persons served in a local CSBG agency.

## Family Participant Characteristics

**Item 5**          **Total unduplicated number of families about whom one or more characteristics were obtained**

This requires that a similar system of unique identifiers be in place, which, in addition to identifying an individual, also identifies a family.  For example, if a family member comes in and receives four services and another family member comes in and receives six services, an unduplicated count would record one family, *not* ten services, or two individuals.  Agencies generally append the family code to all family members' individual identifiers.

A family can be a single individual.  For families of more than one individual, the definition of "family" is a group of two or more persons related by birth, marriage, or adoption who live together; all such related persons are considered as members of one family.  For instance, if an older married couple, their daughter, her husband and two children, and the older couple's nephew all lived in the same house or apartment, they would all be considered members of a "single family."

For the purposes of this survey, a "family" is defined using the definition provided by the DHHS, in the Federal Register/Vol. 56 No. 34 Wednesday, February 20, 1991, page 6859.

**Item6**          **Total unduplicated number of families about whom no characteristics were obtained**

If an agency has a system of unique identifiers but has not yet begun to record demographic characteristics, please total the number of families for whom characteristics were not obtained and enter the number here.  Please note:  These items should include all families served in a local CSBG agency.  If an agency cannot provide demographic characteristics for all families it has counted, please note the unduplicated number of families who were served but did not have demographic information reported.

## Items 7-11: Characteristics of *Individual Clients* Receiving Services

**Item 7.a - Item 7.b**          **Gender**

- Gender should be noted as either male or female for each individual receiving services.

- *If all clients listed in Item 3 reported their gender, the sum of Item 7.a and Item 7.b should be equal to Item 3.  The sum should not exceed the value in Item 3.*

**Item 8.a - Item 8.h          Age**
- This item applies only to the individual who is *receiving* services.  Most agencies record the date of birth and later tally ages annually to provide this information.

- *If all clients listed in Item 3 reported their age, the sum of Item 8.a through Item 8.h should be equal to Item 3.  The sum should not exceed the value in Item 3.*


**Item 9.a - Item 9.f          Ethnicity/Race**

NOTE: This section has been modified to conform to the changes made by U.S. Census Bureau in reporting race and Hispanic origin on the 2000 Census.

We are now asking for information both on Ethnicity (Hispanic or not Hispanic) and Race. These are now two separate categories. Therefore, someone who reports Hispanic for ethnicity in Item 9.I will also report a race from the racial categories in 9.II.

- This item concerns only the individual who is *receiving* services.  We are seeking information on the race and the ethnicity of clients.  Please select only one description for each individual.

- Each client should be reported under Item 9, I.a. or I.b. *They should not be reported under both I.a. and I.b.*

- Additionally each client should be under Item 9, II.a., II.b. II.c. or II.d. They should only be reported once under Item 9 II. If a client self-identifies himself or herself as falling into more than one racial category they should be reported in Item II.d (multi-race).

- If all clients listed in Item 3 reported their ethnicity, *the sum of Item 9 I.a through I.b should be equal to Item 3.  The sum should not exceed the value in Item 3.*

- If all clients listed in Item 3 reported their race, *the sum of Item 9 II. a-d should be equal to Item 3.  The sum should not exceed the value in Item 3.*

**Item 10.a - Item 10.e          Education**
- Please note that this item **only** applies to individuals **24 years of age or older**.  We are no longer asking for the characteristics "Non-HS grad/GED, teen or adult." Instead, we will determine the number of non-high school graduates based on the education levels reported for individuals 24 years of age or older.  If you have any questions about this item, please call us.
- *Even if all adults listed in Item 3 reported their education, the sum of Item 10.a through Item 10.e should be significantly less than the value in Item 3 because it does not include adults. The sum of Item 10 should not exceed the sum of items 8e-h (age of adults).*

**Item 11.a - Item 11.b**       **Other characteristics**
- Please note:  We are attempting to gather the total number of individuals responding to each of these particular questions.  *This requires that all clients responding to the question be represented in the "number surveyed" column.*

- For Item 11.a, every individual who responded to this question should be included in the "number surveyed" column. Only those responding who do *not* have health insurance should be included in the "number of persons" column.  If an individual receiving services has any form of health insurance, including Medicare or Medicaid, they should be included in the "number surveyed" column only.
- For Item 11.b every individual who responded to this question should be included in the "number surveyed" column.  Only those responding who are disabled should be included in the "number of persons" column.  The definition of "disabled" used in this report is taken from the Americans with Disabilities Act of 1990:  "The term disability means, with respect to an individual - (a) a physical or mental impairment that substantially limits one or more of the major life activities of such individual, (b) a record of such an impairment, (c) being regarded as having such an impairment."  Any individual who responded to this question but is not disabled should be included in the "number served" column only.

## Items 12-16: Characteristics of *Families* Receiving Services

**Item 12.a - Item 12.f**       **Family Type**
- Based on the composition of the family of the recipient, one of the five family types should be noted.  If the family type of the recipient is not reflected in one of these types please mark "other."  If more than one member of a family receives services, the family should only be counted once.

- *If all families listed in Item 5 reported their family type, the sum of Item 12.a through Item 12.f should be equal to Item 5.  The sum should not exceed the value in Item 5.*

**Item 13.a - Item 13.h**       **Family Size**
- Please enter the number of people in the family of the person receiving services.

- *If all families listed in Item 5 reported their family size, the sum of Item 13.a through Item 13.h should be equal to Item 5.  The sum should not exceed the value in Item 5.*

**Item 14.a - Item 14.k**       **Source of Family Income**
- Please enter the type or types of income received by all persons in the family.  It is understood that a family may have several sources of income, please indicate all sources of income for each family.  Food Stamps, Medicaid and other in-kind benefits (LIHEAP, WAP, etc.) will not be included in these calculations.

   **Item 14.a       Unduplicated # of Families Reporting Income Source**
   With this item we are attempting to collect an *unduplicated* count of families who provided information on sources of income.  This will aid NASCSP in determining what

percentage of families responding were receiving a particular source of income.  If all families reported on their source(s) of income, the number would match the figure in Item 5.  If you have any questions about this item, please call us.

**Item 14.b          No Income**

Enter the unduplicated number of families who report no source of income.

**Item 14.c          TANF**

Enter the unduplicated number of families who receive funds from the HHS Temporary Assistance for Needy Families program.

**Item 14.d          SSI - Supplemental Security Income**

Enter the unduplicated number of families who receive SSI benefits. This is federal assistance usually provided to persons whose Social Security payments are inadequate.

**Item 14.e          Social Security**

Enter the unduplicated number of families who receive Social Security benefits.

**Item 14.f          Pension**

Enter the number of families who receive Pension benefits, including any type of income earned from private pensions, e.g. company retirement, IRA income or 401(k)(Keough).

**Item 14.g          General Assistance**

Enter the unduplicated number of families that receive General Assistance. This is usually a state-funded program available for emergencies and in some instances becomes a regular source of income for single clients.  It has a variety of names, for instance, in some states it is called General Relief.

**Item 14.h          Unemployment Insurance payments**

Enter the unduplicated number of families that receive Unemployment Insurance payments.

**Item 14.i          Employment plus any other sources**

Enter the unduplicated number of families that have income from employment *and* from any other sources such as those included in this list.

**Item 14.j          Employment only**

Enter the unduplicated number of families for whom employment is the only source of income.  Employment is considered wages and salaries before deductions and self-employed income less operating expenses.  Items 14.i and 14.j are mutually exclusive.

**Item 14.k          Other**

Enter the unduplicated number of families that report other sources of income, including investments, rent etc.


**Item 15.a - Item 15.f          Level of Income**

- This item refers to income levels of the families served compared to the current HHS Poverty Income Guidelines for 2007, published annually in the Federal Register.  Note categories were divided into, "up to 50%" and "51% to 75%".  Data is required for categories in 2007. If you agency cannot delineate income levels by these categories at this time, please record data for income up to75% of poverty.

- *If all families listed in Item 5 reported on their level of income, the sum of Item 15.a through Item 15.f should be equal to Item 5.  The sum should not exceed the value in Item 5.*

### Item 16.a - Item 16.d          Housing

#### Item 16.a          Own
Enter the number of families that own their home.
#### Item 16.b     Rent
Enter the number of families that rent their housing.  Rent can be considered as money or services exchanged for housing and payment of a portion of rent in units shared with others.
#### Item 16.c     Homeless
Enter the number of families that were homeless.
- The definition of the term "Homeless" used for this report, taken from the Stuart B. McKinney Act, follows:

   "Homeless" or "homeless individual" includes:  (1) An individual who lacks a fixed, regular, and adequate nighttime residence; and (2) An individual who has a primary nighttime residence that is:  A supervised, publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill); an institution that provides a temporary residence for individuals intended to be institutionalized; or a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings."  The term "homeless" or "homeless individual" does not include any individual imprisoned or otherwise detained pursuant to an Act of the Congress or a State law.

#### Item 16.d  Other
If neither Item 16.a, Item 16.b nor Item 16.c describe the family's housing situation, record them here.

*If all families listed in Item 5 reported their housing, the sum of Item 16.a through Item 16.d should be equal to Item 5.  The sum should not exceed the value in Item 5.*

# PART II: Outcomes of Efforts

## Results Oriented Management and Accountability

Results Oriented Management and Accountability (ROMA) is an approach to management which builds accountability into the daily activities of employees and the daily operations of an organization. ROMA is an avenue for organizations to continually evaluate the effectiveness of their programs and plot a course for improvements in agency capacity and performance. ROMA is also the common language for members of the Community Action Network to use to respond to the Government Performance and Results Act (GPRA) of 1993 (which requires that federally funded programs demonstrate measurable outcomes).

In August of 1994, Donald Sykes, the Director of the Office of Community Services (OCS), chartered the Community Services Block Grant (CSBG) Monitoring and Assessment Task Force. The task force created six broad goals for members of the Community Action Network to use when responding to GPRA. Two goals speak about family level outcomes, two goals address community level outcomes, and two goals specify agency level outcomes:

- Low-Income People Become More Self-Sufficient. (Family level)

- The Conditions in which Low- Income People Live Are Improved. (Community level)

- Low-Income People Own a Stake in Their Community. (Community level)

- Partnerships Among Supporters and Providers of Services to Low-Income People are Achieved. (Agency level)

- Agencies Increase Their Capacity to Achieve Results. (Agency level)

- Low-Income People, especially Vulnerable Populations, Achieve Their Potential by Strengthening Family and Other Supportive Systems. (Family level)

In an effort to capture national outcome data around these six goals, the MATF, with the assistance of the National Information System Data Collection Task Force (ISTF) and input from the entire Community Action Network, developed 12 national indicators of community action performance. These indicators were selected because they capture many of the significant efforts community action engages in and because they are indicators which were commonly reported. These national indicators represent an effort to standardize some outcome measures to support efforts to aggregate and utilize outcome data at the national level. It is expected that agencies will continue to collect and report all indicators that are useful to their accountability and management efforts, beyond the 12 national indicators. These 12 indicators are helpful at the national level but are in no way intended to replace agencies' current data collection efforts.

# Instructions for completing Part II of the Survey

Please refer to the *Guide to Organizing and Reporting National Performance Indicators of Community Action Performance* for this section of the survey. On the forms, each national performance indicator is listed in its' own chart with a row for each of the sub-indicators. ***Part II:  Outcome of Efforts is in Excel.***

## Blank Rows

There are several blank rows in each chart where you may include any additional indicators that cannot reasonably be included within the national indicators. However, please make every effort to include as many of your indicators as possible in the national performance indicators so that we can include them in our national analysis.

## Narratives

The charts also include space for you to record any significant narrative information for each of the six national goals, as requested by the *Guide*. We encourage you to provide qualitative information to compliment and augment your statistical outcome data.

## The Guide

The *Guide* is a detailed document to assist you in the implementation of collecting and reporting the national indicators. **PLEASE NOTE: You are strongly encouraged to read the entire guide before beginning to report your outcomes.**  Each chart contains page references to the relevant sections of the guide for each indicator and many of the sub-indicators. Please refer to these sections of the guide for more information on the specifics of how to report each indicator.

Although the guide provides direction on how to report the national indicators in a standardized format and details, generally, what we are looking for under each indicator, it intentionally does <u>not</u> include definitions of terms. It is expected and encouraged that states and agencies will define their own terms based on their unique needs and communities.
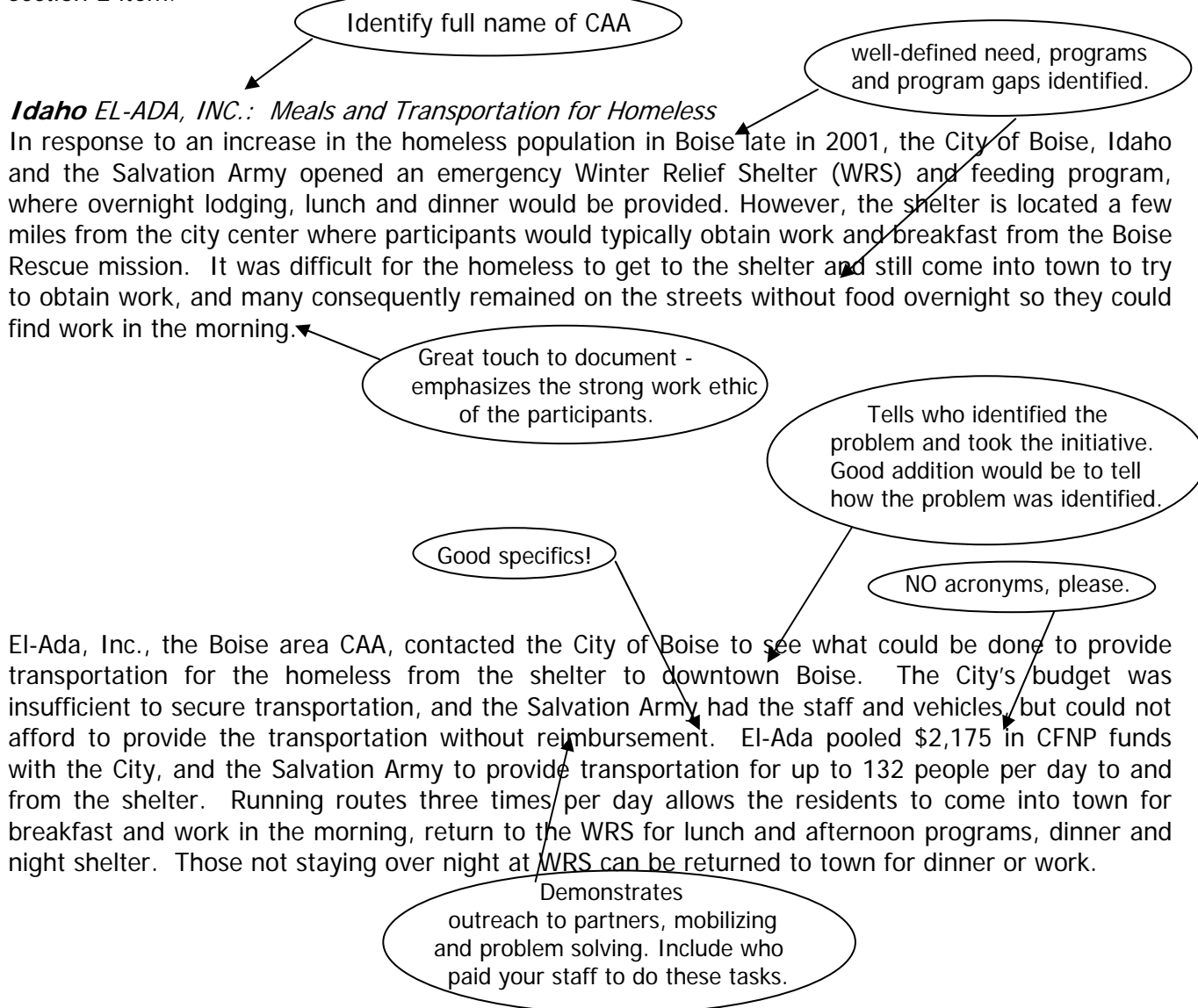
| **IMPORTANT** | *Complete this section based on  all agency programs.  Pilot tests were conducted to assist with the design and format of the Part II forms.  Surveys indicated that those who were most successful at filling out these forms had read and familiarized themselves with the Guide, in its' entirety, before attempting to complete the form.* |
|---|---|

# Appendix A

## Examples to Guide the New Section D Narratives

In general, keep in mind that the IS Report is trying to omit onerous financial accounting of all non-CSBG funding for each CSBG category in Section E, by replacing the numbers with clear, real-life examples showing what mobilizing and coordinating resources (both monetary and other) can do to address one or more of the causes of poverty. In the past, we asked how much HUD, HHS, state, and private or local funding was linked with CSBG programs. The stories that replace this should include information about your program, and give much more detailed information about how you link resources to meet needs. Therefore, your response should include facts about the process, the partners and their roles and financial contributions, and the exact uses of the CSBG funds that make it all possible, as well as identifying the need for and result of the program. Please keep the narrative to **one page or less**.

The stories below are examples. They were submitted in 2001 for Section D "success stories"; although they were not focused on explaining how resources are combined with CSBG to reduce poverty, they happen to include a lot of the necessary information, so we have showcased them together with comments on the additional information needed to complete your narrative for the new section E item.

*( Identify full name of CAA )*

*( well-defined need, programs and program gaps identified. )*

***Idaho** EL-ADA, INC.:  Meals and Transportation for Homeless*
In response to an increase in the homeless population in Boise late in 2001, the City of Boise, Idaho and the Salvation Army opened an emergency Winter Relief Shelter (WRS) and feeding program, where overnight lodging, lunch and dinner would be provided. However, the shelter is located a few miles from the city center where participants would typically obtain work and breakfast from the Boise Rescue mission.  It was difficult for the homeless to get to the shelter and still come into town to try to obtain work, and many consequently remained on the streets without food overnight so they could find work in the morning.

*( Great touch to document - emphasizes the strong work ethic of the participants. )*

*( Tells who identified the problem and took the initiative. Good addition would be to tell how the problem was identified. )*

*( Good specifics! )*

*( NO acronyms, please. )*

El-Ada, Inc., the Boise area CAA, contacted the City of Boise to see what could be done to provide transportation for the homeless from the shelter to downtown Boise.   The City's budget was insufficient to secure transportation, and the Salvation Army had the staff and vehicles, but could not afford to provide the transportation without reimbursement.   El-Ada pooled $2,175 in CFNP funds with the City, and the Salvation Army to provide transportation for up to 132 people per day to and from the shelter.  Running routes three times per day allows the residents to come into town for breakfast and work in the morning, return to the WRS for lunch and afternoon programs, dinner and night shelter.  Those not staying over night at WRS can be returned to town for dinner or work.

*( Demonstrates outreach to partners, mobilizing and problem solving. Include who paid your staff to do these tasks. )*

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This service is the result of an effective partnership between local government, the faith community, and the local community action agency. Alone, none of the three agencies could provide the service, but they work together, and homeless people are able to secure shelter and food while maintaining employment and other responsibilities.

Good impact description!

**Massachusetts** *Hampshire Community Action Commission - Housing*:
The lack of affordable housing in Northampton, Massachusetts is a major issue for the low-income population. Over the last few years, as Northampton has "gentrified" and as Smith College has expanded in the center of the city, the amount of affordable housing stock has declined. When it became clear that Meadowbrook Apartments would be sold, with 252 units, 80% reserved for low and moderate income tenants, Hampshire Community Action Commission (HCAC) knew it had a role to play in preserving the affordability of those units. In partnership with the City of Northampton and others, HCAC worked at a variety of levels to see that the new owners did not reduce the number of affordable units.

Key partner named; name all partners and role of each.

A list would be OK here - which partners and "levels" ?

Need and goal clearly defined; include explanation of the "gap" the CAA is filling - why could no other agency do what's needed?

Detail what CSBG paid for i.e.: staff time and materials, etc.

Clear partnership definition

Good touch to give a sense of time needed to develop project.

Using CSBG funds, HCAC's Organizing Program helped the Meadowbrook tenants create a tenant's organization and learn the skills necessary to advocate for their own interests. After working with the Mayor of Northampton and the tenants for six or seven months, HCAC organizers empowered the tenants to become proactive in addressing their concerns with the incoming management company. Through staff support and technical assistance, HCAC helped the tenants elect officers, take positions and conduct community actions. As a result of these and other actions, including negotiations between the new owners and the Massachusetts Housing Finance Authority, HCAC expects that these buildings will become 100% affordable housing for thirty years. The tenants have new skills and an organization to help them look out for their own interests and HCAC is helping to eliminate a significant condition of poverty in the county.

Nice extra touch to give a human example of the outcome of the project but please replace real names for confidentiality.

Too modest! That's a change from 80% to 100%- 51 more low-income units than planned!! Emphasize your own victories!

Good to list important new partner. Include list of all contributed by partners.

Helen is a 38-year-old white, single mother of an eight year old. She has an Associate degree but does not work because of multiple disabilities. She is a low-income person who has lived in subsidized housing at Meadowbrook since her son was born. She was very concerned about losing her subsidized housing. Helen doesn't own a car and relies on buses and taxis to get around. She says, "Living at Meadowbrook means I can pay my rent, my bills and buy food to feed my family. If I had to move, I couldn't meet all these obligations".

Here would be the place to list any data on outcomes, impact, value future expectations.

# Appendix B

**FEDERAL RESOURCES**

| AGENCY | FEDERAL PROGRAMS |
|---|---|
| USDA | Rural Rental Housing Loans |
| | Special Supplemental Nutrition Program for Women, Infants, and Children (WIC Program) |
| | Child and Adult Care Food Program |
| | Summer Food Service Program for Children |
| | Nutrition Education Training Program |
| | Emergency Food Assistance Program (Administrative Costs) |
| | Nutrition Program for the Elderly (Commodities) |
| | WIC Farmer's Market Nutrition Program |
| | Rural Development Grants (formerly FmHA) |
| | Empowerment Zones Program |
| HUD | Housing Counseling Assistance Program |
| | Community Development Block Grants/Entitlement Grants |
| | Community Development Block Grant/Small Cities Program |
| | Emergency Shelter Grants Program |
| | Supportive Housing Program |
| | Shelter Plus Care |
| | HOME Investment Partnerships Program |
| | HOPE 3 |
| | Housing Opportunities for Persons with AIDS |
| | Opportunities for Youth - Youthbuild Program |
| | New Approach Anti-Drug Grants |
| | Section 8 Housing Choice Vouchers |
| | Lead-Based Paint Hazard Control - Privately Owned |
| DOJ | Crime Victim Assistance |
| | Edward Byrne Memorial State & Local Enforcement Assistance Discretionary Grants Program |
| | S.T.O.P. Violence Against Women (Violence Against Women Formula Grants) |
| | Grants to Encourage Arrest Policies & Enforcement of Protection Orders |
| DOL | Senior Community Service Employment Program |
| | Migrant and Seasonal Farmworkers |
| | Job Training Partnership Act |
| | Welfare to Work Grants to States and Localities |
| | Workforce Investment Act |
| | One-Stop Career Center Initiative |
| | WIA Dislocated Workers |
| | Employment and Training Administration Pilots, Demonstrations |
| | Homeless Veterans Reintegration Project |
| DOT | Formula Grants for Other than Urbanized Areas |
| | Capital Assistance Program for Elderly Persons and Persons with Disabilities |
| | Occupant Protection Grants |
| IRS | Tax Counseling for the Elderly |
| ARC | Wrap Around Childcare |

| AGENCY | FEDERAL PROGRAMS |
|---|---|
| SBA | Small Business Loans |
| EPA | State Indoor Radon Grants |
| | Sustainable Development and Challenge Grants (Innovative Community Partnerships) |
| DOE | Weatherization Assistance for Low-Income Persons |
| FEMA | Emergency Food and Shelter National Board Program |
| EDU | Adult Education - State Grant Program |
| | Title I Program for Neglected and Delinquent Children |
| | Special Education - Grants to States |
| | Rehabilitation Services |
| | Special Education - Preschool Grants |
| | Safe and Drug-Free Schools and Communities - State Grants |
| | Adult Education National Leadership Activities |
| | Even Start - State Educational Agencies |
| | Even Start - Statewide Family Literacy Program |
| HHS | Programs for Prevention of Elder Abuse Neglect and Exploitation Title VII |
| | Long Term Care Ombudsman Services for Older Individuals Title VII Chapter II |
| | Disease Prevention and Health Promotion Services Title III - F |
| | Special Programs for the Aging Title III, Part B Support Services and Senior Centers |
| | Special Programs for the Aging Title III, Part C, Nutrition |
| | In Home Services for Frail Older Individuals Title III – Part D |
| | National Family Caregiver Program |
| | Centers for Research and Demonstration for Health Promotion |
| | Ryan White Title IV |
| | Childhood Lead Poisoning Prevention Projects |
| | Abstinence Education |
| | Transitional Living for Homeless Youth |
| | Education and Prevention to Reduce Sexual Abuse of Runaway, Homeless Street Youth |
| | Temporary Assistance for Needy Families |
| | Low-Income Home Energy Assistance |
| | Community Services Block Grant - Discretionary Awards |
| | Community Food and Nutrition |
| | Childcare and Development Block Grant |
| | Family Violence Prevention and Services |
| | Family Violence Prevention & Services/Grants for Battered Women's Shelter |
| | Head Start |
| | Native American Programs Title V |
| | Community Food and Nutrition |
| | Runaway and Homeless Youth |
| | Foster Care Title IV-E |
| | Social Services Block Grant |
| | Family Violence Prevention and Services/Grants for Battered Women's Shelters - Grants to States and Indian Tribes |
| | Independent Living Program |
| | State Children's Insurance Program (Title XXI) (Child Health Plus) |
| | Medicare - Supplementary Medical Insurance |
| | Medical Assistance Program |
| | Health Care Financing Research, Demonstrations and Evaluations |
| | Ryan White Title I |

| HHS | Healthy Start Initiative |
| | HIV Prevention Activities - Non-Governmental Organization Based |
| | Block Grant for Prevention and Treatment of Substance Abuse |
| | Preventive Health and Health Services Block Grant |
| | Maternal and Child Health Services Block Grant |
| CNCS | Retired and Senior Volunteer Program |
| | AmeriCorps |
| | Foster Grandparent Program |
| | Volunteers in Service to America |
| | Senior Companion Program |
| SSA | Social Security - Disability Insurance |
| | Supplemental Security Income |
| AGENCY | FEDERAL PROGRAMS |
| | Ryan White Title II |